

Arizona Department of Health Services (ADHS) 2013 Aging 2020 Update By Goal

Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Continue to implement Web-based strategies for collecting and providing licensing and vital records information.	ADHS	Government Information Technology Agency (GITA)	On-going	Work continues towards making e-licensing available for providers. Accomplished the roll out of e-licensing for Assisted Living Licensees by the end of summer 2010. Other licensing programs will follow. AZCARECHECK continues to be updated and has proven to be a valuable information source for the public. Vital records has expanded its availability by having a vital records office in every county in Arizona this year. It also has instituted electronic death certificates in every funeral home and Medical Examiners' office in Arizona.

Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Collaborate with other agencies to coordinate transportation resources to effectively meet the needs of older adults.	ADOT - ALL other agencies	DES, AHCCCS, ADHS, Pinal/Gila Council on Aging, Community Agencies in Pinal County, Maricopa Association of Governments (MAG)	On-going	

Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

Objective 2.3: Educate businesses, providers, and other private entities about the value and needs of senior Arizonans.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
	ADHS	Department of Licensing Services (DLS)	On-going	DLS licensing programs continue to hold monthly provider orientations for prospective and current licensees. DLS also serves on committees and meets with the provider associations on a regular basis. DLS continually updates the licensing programs web pages to either provide, or link to, important information. Injury Report Re: Falls among Arizona residents 65 years and older. Recommend education of older adults about the need to: -Maintain a regular exercise program to increase strength, balance, and coordination. -Regularly review medications with healthcare provider. -Have eye exams regularly. -Have hearing exams regularly, -Schedule provider visits regularly. -Review medications with provider and/or pharmacist frequently and as needed, -Modify home environments to reduce hazards such as slippery floors and poor lighting.

Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

Objective 3.1: Monitor trends and outcomes to better inform policy and program development.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Track and trend data on the health status, oral health status and health behaviors of older and mid-aged adults. Update chronic disease facts sheets on an annual basis. Compose a report on the overall health of older adults every two years. Supply updated data to internal and external partners as needed.	ADHS	Vital Records, Chronic Disease and Arizona Healthy Aging (A-HA) Epidemiology Staff within ADHS, Bureau of Women & Children's Health	On-going	This is incorporated in the Health and Vital Statistics book http://azdhs.gov/plan/report/ahs/ahs2011/toc11.htm
b. Perform analysis and data review on the health status, surveillance of a large variety of infectious and communicable conditions including STD, HIV, TB, influenza, valley fever, foodborne illness, etc., oral health status, and health behaviors of older and mid-aged adults.	ADHS, EDC (Office of Environmental Health)	County and local health departments, Arizona Healthy Aging (A-HA) Epidemiology Staff within ADHS, Bureau of Women & Children's Health	On-going	Already been engaged in these activities
c. Evaluate efficacy of disease prevention and health promotion programs targeting older adults.	ADHS	Division of Behavioral Health Services (DBHS) Office of Prevention	On-going	DBHS completed its evidence-based practice assessments on each substance abuse prevention program targeting older adults in November 2012. Through this process, each program received feedback on their program's strengths and also constructive recommendations for program improvement moving forward.
d. Track and trend data on HIV incidence (new infections) among individuals aged 45 and older, including acuity at the time of diagnosis. Geomap HIV prevalence based on zip codes to target prevention efforts to the over 45 population. Track and trend data on heat morbidity and mortality among individuals 45 years and older.	ADHS, Office of HIV Prevention	HIV Surveillance /Epidemiology, EDC within the Office of Disease Integration and Services	Ongoing	This is a new initiative.
i. i. Facilitate policy efforts in Maricopa and Pima County hospitals that promote routine opt-out testing for all patients in emergency departments.	ADHS, Office of HIV Prevention	Maricopa Integrated Health Systems, University of Arizona Medical Center	Ongoing	This is a new initiative.

Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Facilitate coordination of health promotion and chronic disease prevention programs statewide.	DES/ADHS	Area Agencies on Aging (AAA), Arizona Living Well Institute, Bureau of Women's and Children's Health (BWCH) BHSD's Well Woman and Fit at Fifty HealthCheck Programs	On-going	DBHS is moving forward with integration of delivery of physical and behavioral health care to the SMI members; a significant step in improving the health of the older adult SMI members in Maricopa county. Health care integration will improve individual health outcomes, enhance care coordination for and member satisfaction of the older adult SMI population. Healthy at home, home safety checklist for home visitors - component to refer family members to CDSMP. The ADHS Bureau of Nutrition and Physical Activity served 5,393 seniors through the Arizona Senior Farmers' Market Nutrition Program. Services were provided in Cochise, Coconino, Graham, Maricopa, Pima, Pinal, and Yavapai counties. The dollar value of the fruits and vegetables provided to seniors was \$83,409. The ADHS Bureau of Nutrition and Physical Activity provided food boxes for 11,570 seniors each month through the Commodity Supplemental Food Program (CSFP). Food boxes were distributed in all counties except for Apache, Greenlee, Graham and Navajo. The ADHS Bureau of Nutrition and Physical Activity, through an Inter-Governmental Agreement with DES Family Assistance Administration, provided Supplemental Nutrition Assistance Program Nutrition Education (SNAP-Ed – formerly Food Stamp Nutrition Education) to 12,878 seniors in FY 2013. The majority of nutrition education for senior was done at senior centers and DES offices statewide

c.	Expand efforts to educate individuals about life care planning options and end-of-life options.	ADHS, DES	Caring Choices Coalition, Life, Az Links Consortium	2009 - On-going	See DES 2013 response
d.	Conduct prevention efforts aimed at older adults at risk of depression or suicide.	ADHS	ADHS, DBHS Office of Prevention, Bureau of Women's and Children's Health (BWCH)	On-going	2/2013- DBHS monitors provision of gatekeeper trainings via the Adult System of Care plan; dissemination of health care parity to medical providers and depression screening reimbursement from Medicare. Expansion of self-management programs for chronic diseases.
e.	Expand participation in self-management programs for chronic diseases and ASHLine referrals.	ADHS - A-HA, Chronic Disease, DES/DAAS	BWCH BHSD's Well Woman and Fit at Fifty HealthCheck Programs	On-going	With the health care integration of Adult SMI population in Maricopa county assistance for self-care and management of health conditions including wellness coaching will become part of services provided. This also includes expansion of chronic disease self-management for older adult members. Healthy@Home, home safety checklist for home visitors has a component to refer family members to Chronic Disease Self Management Programs.
f.	by supporting policies that promote tobacco-free living environment for older adults (housing/homes/apartments).	GOA, ADHS, BTCD, Tobacco Program	AZ Public Housing Authority, TRUST Commission, American Lung Association Arizonans Concerned About Smoking	2/1/2014 Ongoing	New initiative.
g.	Facilitate coordination of immunization efforts among older adults as defined by the CDC	ADHS, EDC	The Arizona Partnership for Immunizations (TAPI), Arizona Immunization Program Office, and local health departments. BHSD's Well Woman and Fit at Fifty HealthCheck Programs	On-going	In the fall of CY13, the ADHS Immunization Program was able to restart Vaccines for Adults (VFA). This program provides vaccines to eligible adults across Arizona. The funding is small/limited and shared only with County Health Departments
h.	Promote access to screening to detect chronic diseases.	ADHS, Chronic Disease	Comprehensive Cancer Coalition	On-going	
i.	Initiate and coordinate a statewide falls prevention campaign.	ADHS	DES, AAA, Local Health Department (LHD), Gov. Council on Health Status of Women, Injury Prevention Advisory Council (IPAC), AZ Fall Prevention Coalition, Inter-institutional partners	Completed	
j.	During emergencies and disasters functional needs of older adults will be fully served by State, Local and Tribal emergency management communities: 1) by including in the development and planning process of state and local emergency plans those persons with functional limitation, cognitive impairment including Alzheimer's and Dementia, as well as caregiver's unique needs. 2) by encouraging and enhancing adequate training for first responders (law enforcement, firefighters, emergency medical technicians FEMA personnel, and Red Cross workers) about medical, behavioral and communication issues related to ADRD when responding to an emergency.	ADHS, PHEP	State, County, Tribal, and Municipal Emergency Management System	Ongoing	New initiative

k.	Provide education to increase awareness, early detection, and prevention of infectious and communicable diseases including vaccine-preventable diseases, foodborne diseases, vector-borne diseases, valley fever, healthcare associated infections (HAI), STDs, and TB.	ADHS	EDC (Office of Infectious Disease Services, Office of Disease Integration and Services), TAPI, HAI Advisory Committee, Valley Fever Center for Excellence, local health departments	Ongoing	Already been engaged in these activities
l.	Provide training and evidence-based guidelines to healthcare providers across the continuum of care on how to identify and prevent healthcare-associated infections.	ADHS	HAI Advisory Committee and subcommittees, Arizona Hospital and Healthcare Association, Arizona Healthcare Association, Health Services Advisory Group, Association for Professionals in Infection Control and Epidemiology (APIC)	Ongoing	This is a new initiative - already engaged in these activities.
m.	Promote heat illness prevention resources for older adults.	ADHS (EDC Office of Environmental Health)	Statewide Heat Preparedness Working Group	Ongoing	This is a new initiative - already engaged in these activities.

Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce.

With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.

Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.

<u>STRATEGIES</u>	<u>Lead Agency</u>	<u>Key Partner</u>	<u>Start/End Dates</u>	<u>Progress/Accomplishments</u>
c. Work with local long term care, in-home service providers, and other existing groups to provide training and assistance to caregivers.	ADHS, DES, AHCCCS, Department of Licensing Services (DLS)	Direct Care Workers (DCW) Committee, Area Agencies on Aging (AAA), Arizona Health Care Association (AHCA), Leading Age	On-going	See DES 2013 response
d. Provide ongoing training to behavioral health providers on identifying and addressing the behavioral health needs of older adults (collaboration between Licensing and Behavioral Health divisions)	ADHS	AHCCCS, DES, Area Agencies on Aging, Tribal and Regional Behavioral Health Authority (T/RBHA), older adult program coordinators	On-going	DBHS is collaborating with AHCCCS, DES, Area Agencies on Aging, T/RBHAs and older adult program coordinators across the state to create a strategic plan around behavioral health challenges facing older adults. Through this partnership strategies will be developed to address this target population.

Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

Objective 6.1: Use regional and technological approaches to improve service delivery, especially to underserved areas.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
d. Identify technology/communication systems to make agency resources, best practices, and partners accessible to aging adults, partners, and providers.	ADHS		Completed	

Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
c. Expand health promotion/education opportunities by bringing public health and aging networks together.	ADHS, DES	AAA's, LHD, community agencies	On-going	With the health care integration of Adult SMI population in Maricopa county, assistance for self-care and management of health conditions including wellness coaching will become part of services provided. This also includes expansion of chronic disease self-management for older adult members.

Goal 7: Promote quality of care in all aging services.

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Provide effective oversight of community-based facilities and the care providers who work in them.	ADHS		On-going	
f. Integrate health promotion and disease prevention strategies into the facility licensing process.	ADHS		Pending	
g. Train behavioral health and licensed facility providers on how to better address the health needs of older adults.	ADHS	Health Services Advisory Group (HSAG), Health Care Association, Arizona Hospital and Healthcare Association (AzHHA), Centers for Medicare and Medicaid Services (CMS)	On-going	
h. Implement legislation on medical techs in long-term care facilities.	ADHS	Lead-Az Board of Nursing		

Objective 7.2: Establish regulations and policies to promote quality of care in all settings.

STRATEGIES	Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
a. Regulate and enforce assisted living training programs.	ADHS		On-going	Legislation passed in 2004 now enables this.
b. Develop rules for feeding assistants program for long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 10/1/2013
c. Change long-term care rules to reflect the increased acuity in long-term care facilities.	ADHS		On-going	Should be in place when the new rules go into effect 10/1/2013. In addition to rule changes, the Division of Licensing Services is working with AHCCCS to improve staffing for acuity at nursing facilities by reviewing licensing data to identify areas for improvement and to make contractual changes to AHCCCS providers.
d. New rules changes taking effect July 1, 2013 will allow for behavioral health services to be provided at assisted living and long-term care facilities. New requirements for training and quality assessments within the facilities are being proposed with the new rules.	ADHS		On-going	Bureau of Public Health Statistics continues to produce the annual state report on Vital Statistics, which includes information about deaths from chronic diseases. Also, Bureau manages the Arizona BRFS which covers various risk factors; this BRFS report also is published yearly.

Goal 8: Promote effective and responsive management for all aging services.

To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.

Objective 8.2: Improve administrative processes to streamline activities and increase coordination.

<u>STRATEGIES</u>		Lead Agency	Key Partner	Start/End Dates	Progress/Accomplishments
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Key:	<u>Participating State Agencies and Boards</u>
ABOR	Arizona Board of Regents
ADHS	Arizona Department of Health Services
ADOA	Arizona Department of Administration
ADOH	Arizona Department of Housing
ADOT	Arizona Department of Transportation
AG	Arizona Attorney Generals Office
AHCCCS	Arizona Health Care Cost Containment System
AOT	Office of Tourism
DES	Department of Economic Security
DPS	Department of Public Safety
GACA	Governor's Advisory Council on Aging
GOA	Governor's Office on Aging